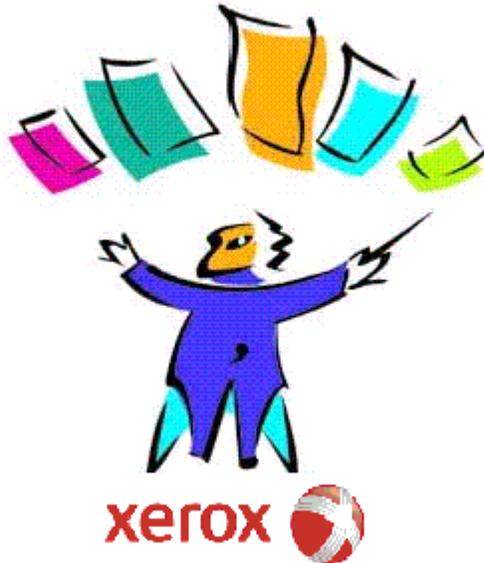


Xerox CentreWare™ for Tivoli Netcool/Omnibus



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CentreWare for Tivoli Netcool/Omnibus Users Guide Version 1.1.4

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions. Technical updates will be included in subsequent editions.

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Introduction

This User guide describes the installation and features of CentreWare for Tivoli Netcool/Omnibus. As an enterprise network management application, CW4Tivoli provides the ability to view all Xerox Printers and problems through the use of SNMP event traps. The events are displayed in the event list in a user-readable format. CentreWare for Tivoli Netcool/Omnibus provides full integration with the event list.

With the addition of the CentreWare for Tivoli Netcool/Omnibus integrated with ITNM, this application can centrally manage network resources and specifically provide the status of Xerox devices (Printers) on the network.

When successfully installed, you will be able to view all of the discovered Xerox Printers under one class i.e. Xerox Printers.

The following features are added in the Omnibus eventlist when CentreWare for Tivoli Netcool/Omnibus is installed (along with ITNM component):

- Creates a separate Xerox Printers Alerts view in Omnibus eventlist to view only Xerox Printers events/alerts.
- Provides Trap Registration and Un-Registration feature in the tool menu of the Omnibus eventlist as well as in ITNM.
- Automatically notify the user about Xerox device events and problems through the use of SNMP event traps by displaying the events in the user-readable format in the eventlist.
- Provide the automatic identification of Xerox Printers in your network by grouping them in particular class and presenting them with recognizable icons. (ITNM Support feature)
- Provide special status and notifications to ITNM users about Xerox devices. (ITNM Support feature)
- Display standard ITNM color coding for the Xerox Printer icon. (ITNM Support feature).

How to use this Document

This document assumes that you have a working knowledge and familiarity CentreWare for Tivoli Netcool/Omnibus. Only procedures that result from the installation of the CentreWare for Tivoli Netcool/Omnibus are described.

You may print all or part of this document at any time from your Adobe Acrobat reader by clicking the **File** menu and then selecting **Print**. You may then select a single page, a range of pages, or the entire document for printing.

System Requirements

This solution modifies existing Omnibus files and adds a few small files to your hard disk. The total hardware and software requirements are as follows:

Windows 2003 Hardware Requirements

- Pentium IV PC
- Minimum 1 GB RAM
- Minimum 30 Megabytes Free Hard Disk Space

Windows 2003 Software Requirements

- Omnibus version 7.2 onwards
- Microsoft Windows 2003 Server
- ITNM version 3.7 (if CW4Tivoli is installed with ITNM feature)
- SNMP Trap Service should not be running.
- Java Runtime required.

Before installing CentreWare for Tivoli Netcool/Omnibus

Connect your device to an active network with appropriate cabling. Ensure the device has a valid, unique IP address.

CentreWare for Tivoli Netcool/Omnibus Software Installation

Installation

Download the CentreWare for Tivoli Netcool/Omnibus on the Omnibus server. Perform the following steps to install CW4Tivoli Netcool/Omnibus Plug-in for Xerox Printers:

- 1** After downloading the file to a temporary folder, double click on the icon to extract the files.
- 2** Double click on the file **CW4TivoliNetcoolOmnibusX.X.X.exe**.
- 3** The software will begin the installation process. After a few moments, the Install Shield Wizard will load.
- 4** While going through the installation wizard, the CentreWare for Tivoli Netcool/Omnibus asks for typical or custom installation named respectively as
Omnibus,Mttrapd
Omnibus,Mttrapd & ITNM
The Omnibus,Mttrapd & ITNM installation proceeds only when ITNM is installed on the machine. Select the desired radio-button for installation and click next. The necessary files in gets modified and copied to the selected folder along with any additional files required.
- 5** Authentication for any working user will be asked or new user "XrxUser" will be created. This is must for configuration of trigger.
Note : Do not cancel this window otherwise user will not be able to see the event description for Xerox Devices.
- 6** It will asked for authenticate the ObjectServer(NCOMS). The default value is
Username : root
Password : <blank>
Domain : <NCOMS>
- 7** If **Typical** option is selected ,authentication for "admin" user will be asked. The default value is
Username : admin
Password : <blank>
- 8** The installation process will take some time to complete. Follow the instructions on the screen.

9 When the install is complete, start the Omnibus Administrator.

CentreWare for Tivoli Netcool/Omnibus Software Un-installation

Un-installation

To run the un-installer, use **Add/Remove Programs** in the Windows Control Panel. The un-installer will remove all files copied by the Installer, undo any file changes. This will remove the Xerox Trap Registration tool menu, Xerox Printers Alerts view, Xerox Printer class, Xerox printer icons.

It will additionally:

1. Remove the lines added to files during installation.
2. Delete all files copied.
3. Restart the services.
4. Remove the service for monitoring Xerox printers.

Using CentreWare for Netcool/Omnibus

This section describes the features of that are added in the Omnibus and ITNM on installation of CentreWare for Tivoli Netcool/Omnibus.

MTTrapd Probe

Probes connect to an event source, detect and acquire event data, and forward the data to the ObjectServer as alerts. Probes use the logic specified in a rules file to manipulate the event elements before converting them into fields of an alert in the ObjectServer alerts.status table.

Components

A probe has the following primary components: an executable file, a properties file, and a rules file.

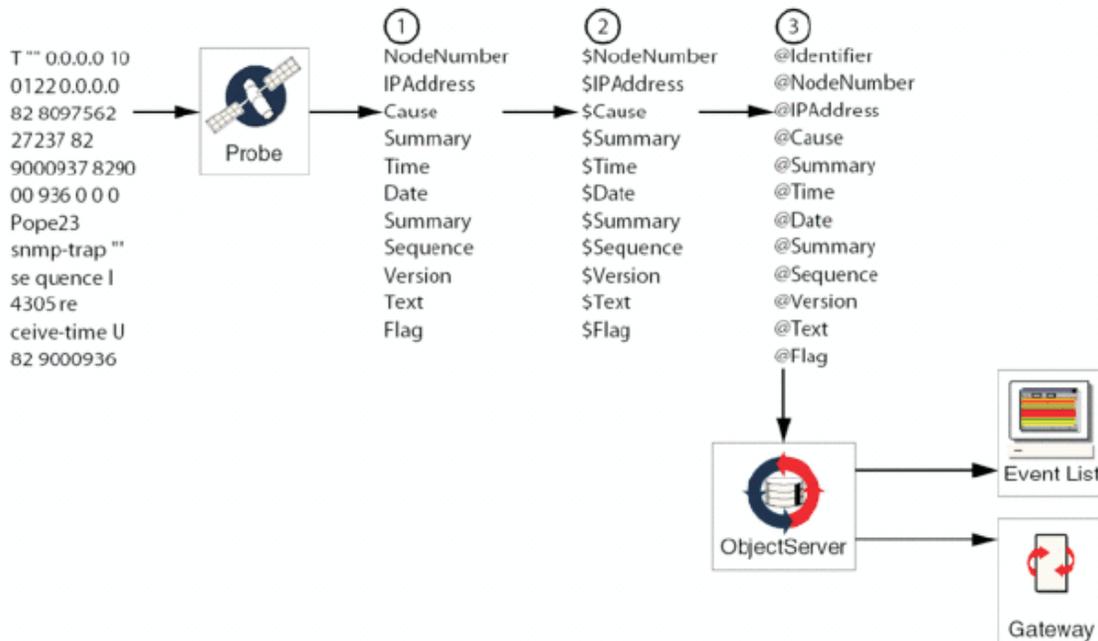


Fig1: Event Mapping Using rules

The raw event data that a probe acquires cannot be sent directly to the ObjectServer. The probe breaks the event data into tokens (1 - in the figure). Each token represents a piece of event data.

The probe then parses these tokens into elements and processes the elements according to the rules in the rules file (2 - in the figure). Elements are identified in the rules file by the \$ symbol. For example, \$Node is an element containing the node name of the event source.

Elements are used to assign values to ObjectServer fields, indicated by the @ symbol (3 - in the figure). The field values contain the event details in a form understood by the ObjectServer.

Fields make up the alerts that are forwarded to the ObjectServer, where they are stored and managed in the alerts.status table and displayed in the event list.

While installing CentreWare for Tivoli Netcool/Omnibus MTTTrapd.rules file gets modified, so that it will show events from Xerox devices specifically. The MIB files specific to Xerox are converted into the rules files using Mib2Rules utility. These files are linked with MTTTrapd.rules file. This converts the traps into more meaningful and user readable format.

Xerox Printers Alerts View

The Xerox Printers Alerts view gets added in the omnibus eventlist when CentreWare for Tivoli Netcool/Omnibus installed. This view filters only Xerox Printer related alerts and events.

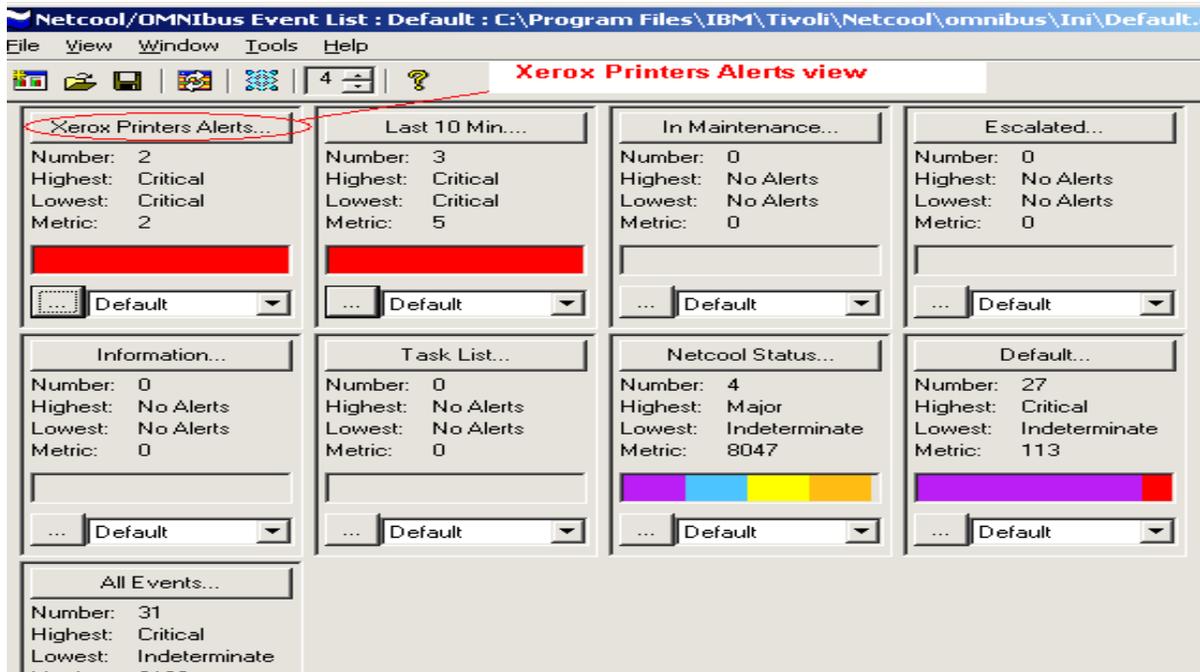


Fig 2: Xerox Printers Alerts View

Xerox Printers Traps And Events

In Xerox Printers Alerts View, we can see all the alerts and events related to Xerox Printers. Following screenshot shows the critical traps and events from the Xerox printer. Mtttrapd.rules file is customized to view traps in user readable format.

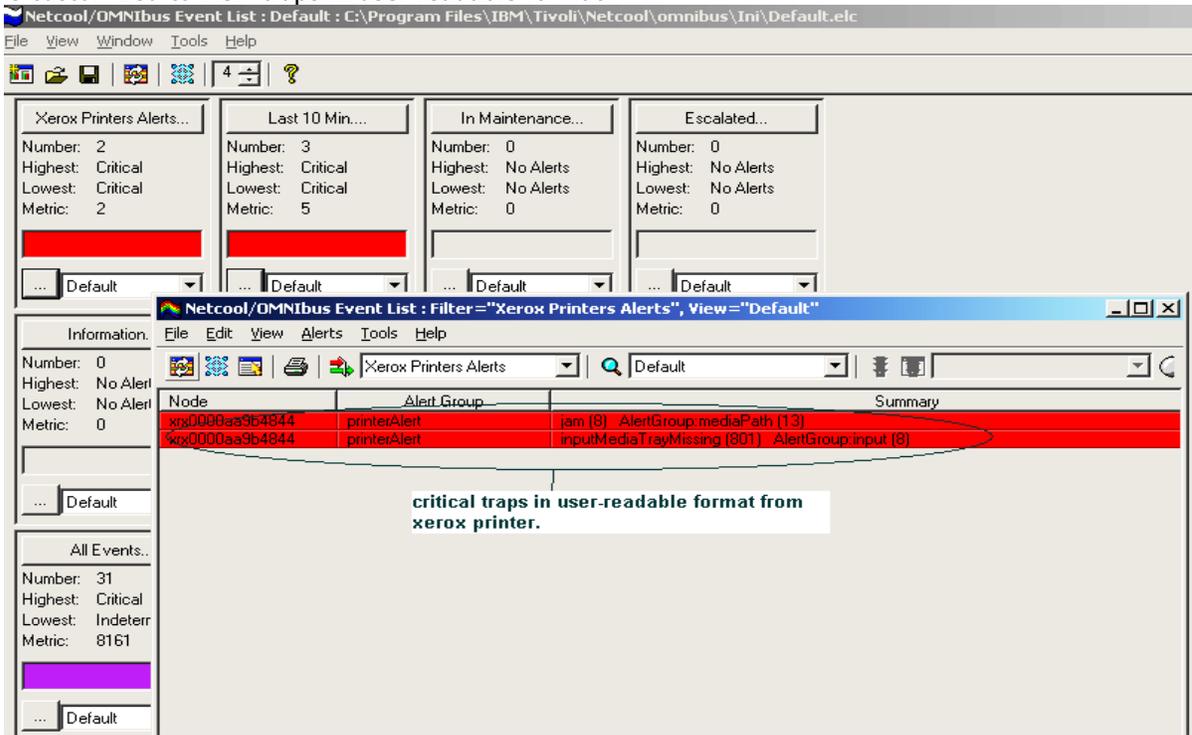


Fig 3: Critical traps from Xerox printers filtered in the Xerox Printers Alerts View.

Omnibus Event List Tools Menu Items

On installation CentreWare for Tivoli Netcool/Omnibus Xerox Agent Help, Xerox Trap Registration and Xerox Poll Configuration menu items are created in the tools tab of Omnibus event list.

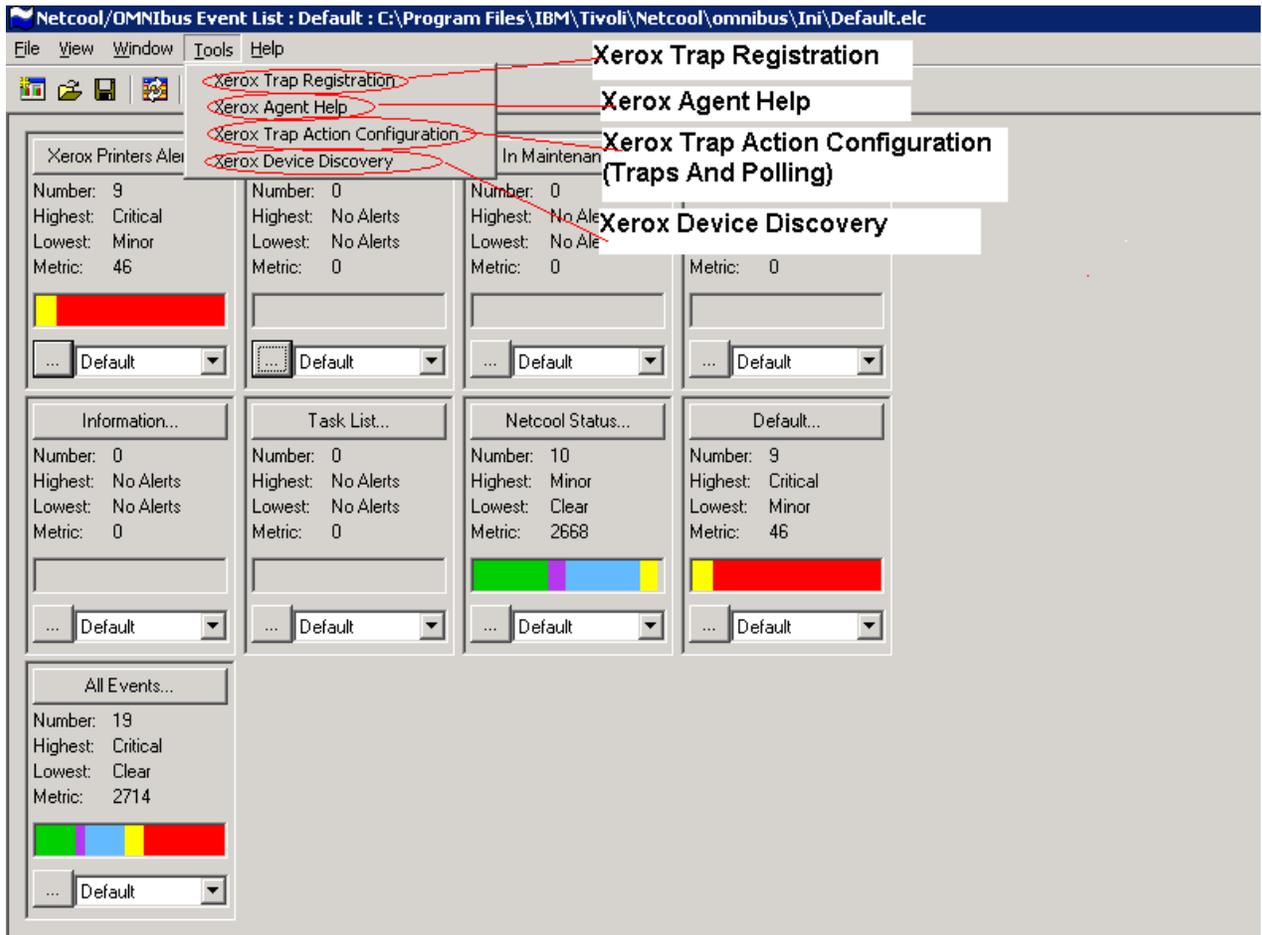


Fig 4: Omnibus Event list Tools Menu Items

Xerox Agent Help

The Xerox Agent Help menu item will allow the user to view the help files for CentreWare for Tivoli Netcool/Omnibus.

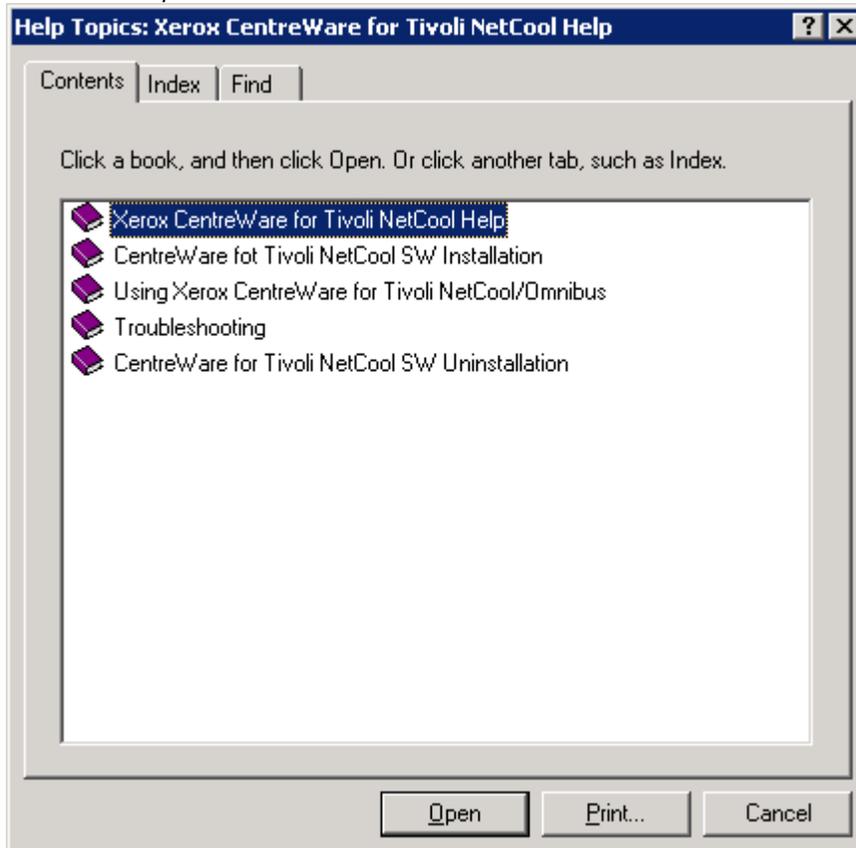


Fig 5: Xerox Agent Help

Xerox Trap Registration

This trap configuration registers the server for traps on the printers that are added in the list.

To use the Trap Registration configuration, perform the following steps:

1. Enter IP address of the printer on which trap is to be registered. Click add
2. Check the checkbox of the corresponding printer.
3. Click Register button.
- 4 The status of the registration would be shown in the status column.
5. On successful message the server will be registered for SNMP traps on the printers.

Note: By default the tool reads all the discovered devices in the network and display in the Unregistered Xerox Devices for Trap list.

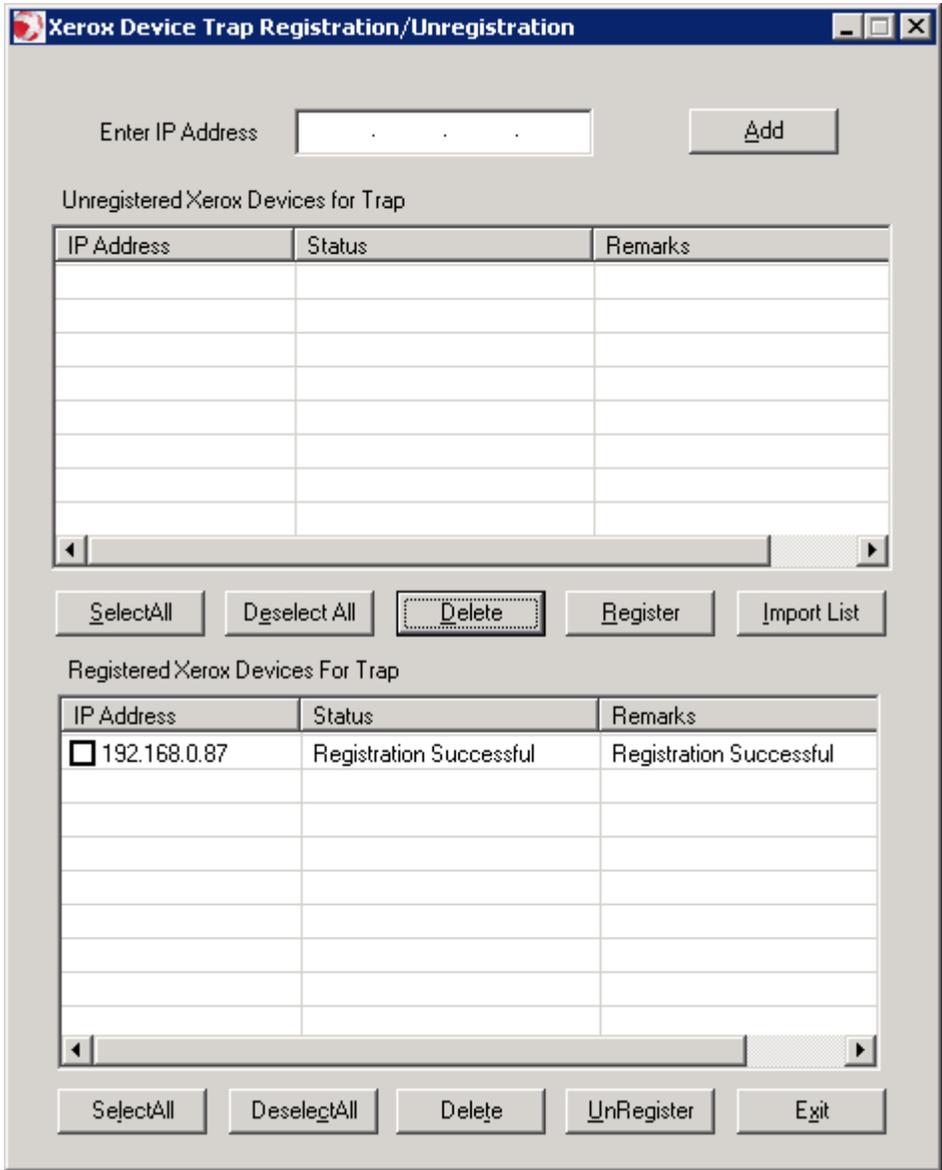


Fig 6: Trap Registration done successfully on the Xerox printer.

Xerox Trap Un-Registration

This trap configuration un-registers the server for traps on the printers that are added in the list.

To use the Trap Un-Registration configuration, perform the following steps:

1. Enter IP address of the printer on which trap is to be registered. Click add
2. Check the checkbox of the corresponding printer.
3. Click UnRegister button.
- 4 The status of the Un-registration would be shown in the status column.
5. On successful message the server will be unregistered for SNMP traps on the printers.

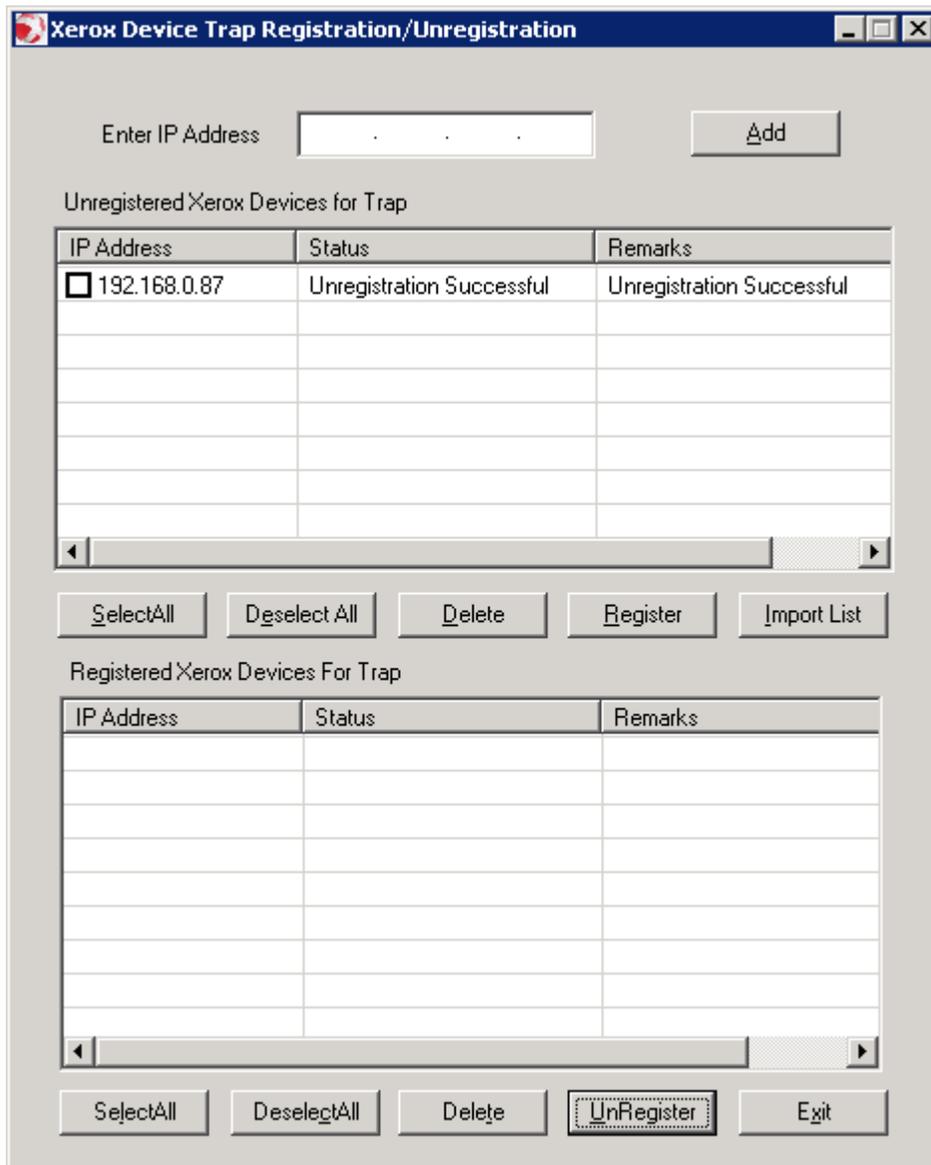


Fig 7: Trap Un-Registration done successfully on the Xerox printer.

Xerox Device Alerts Action Configuration

The Xerox Device Alerts Action configuration configures different actions for different alerts from Xerox Devices. Alerts are filtered based upon their Alert Code, Alert Training Level, Alert Description, and Alert Severity. Filters can be used one at a time or many at a time. User can select more than one alert codes and if traps with any of the selected alert codes comes the condition is considered as true for alert code. For Alert Expressions the condition is considered as true if each and every expression becomes true. The relation between Alert Code and Alert Expression is to be selected by user as shown in figure below.

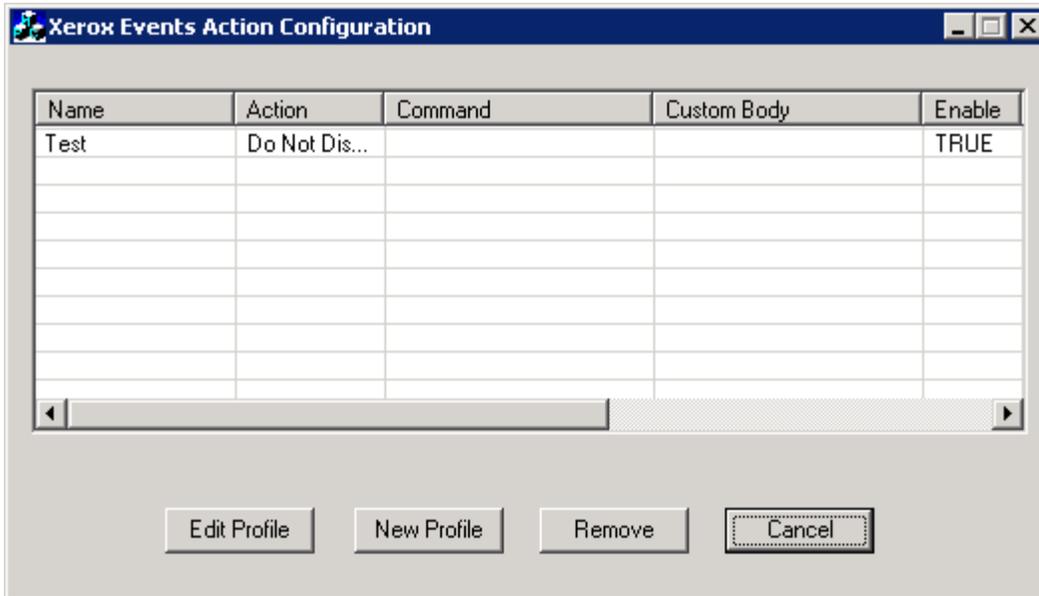


Fig: List of available Events action profile.

Xerox Device Alert Action Configuration

Name: Enable

Select Action For: Trap Only Both (Trap and Polling)

Select Alert Code

other (1)	>	coverClosed (4)
unknown (2)	>>	
coverOpened (3)	<	
interlockOpened (5)	<<	
interlockClosed (6)		
configurationChanged (7)		
iammed (8)		

Alert Relationship

And (Both the selected alert group and the added expressions must be true)

OR (Either the selected alert group or the added expressions must be true)

Added Expression

Operator	Variable	Condition	Value
<input type="checkbox"/>	Alert Severity	Equals	Critical

New Expression
Delete Exp

Select an action

Do Not Display Description

Display Description

Custom Description

Execute Command

Send E-Mail

New Recipient

Subject:

Automatic

Custom

Current Recipient

Additional Body Text:

Automatic

Custom

Delete Delete All

Save SMTP Config Cancel

Fig: Alert Action configuration profile.

Five different actions are available.

- 1) Do Not Display Description: The description of the alert will not be shown in the console.
- 2) Display Description : Only Alert Description will be shown in the console.
- 3) Custom Description: User can set his own description to be shown in the console along with alert description.
- 4) Execute Command: Any command can be executed or user can select his own executables to execute. Arguments should be passed separated by space character.

- 5) Send E-Mail : User has to configure SMTP Server by clicking on the SMTP Config button. Mail recipients should be added. User can select default subject and message for E-mail. Default message contains alert node and alert description. Custom subject and message can also be selected.

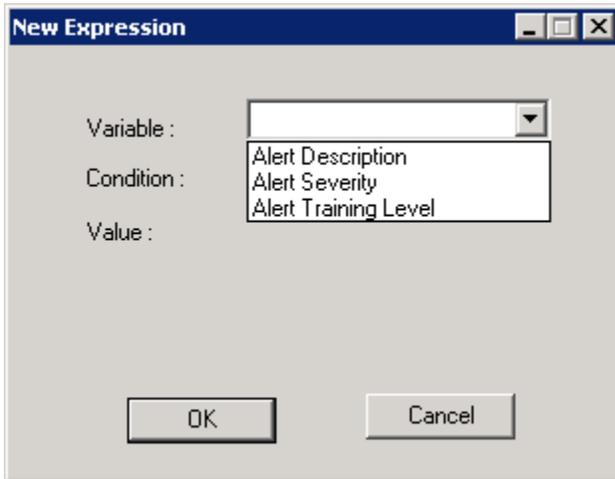


Fig: The pop-up window when New expression button is clicked

The selected configuration will be stored in NCOMS under "Xerox_Devices" database.

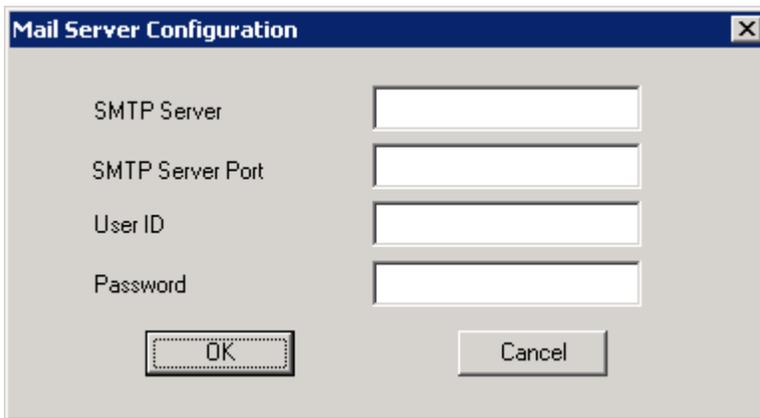


Fig: Pop-up window for SMTP Server configuration

Two options are available for Select Action For group:

- 1)Trap: The selected action will be performed only for incoming Traps.
- 2)Both: The configured action is applicable for both traps and polling events.

Xerox Device Discovery

This tool discovers Xerox Devices in the Network. User has to enter the IPAddress range of the Network. Multiple network range can be added and selected at a time. The checked network range will be discovered one-by-one. When discovery starts the window will be disabled and becomes active once the discovery gets complete. SNMP timeout and retries should be mentioned. The default values is shown.

Enter Subnet Starting IP Address

Enter Subnet End IP Address

IP Address Range:

Start IP Address	End IP Address	Status
<input checked="" type="checkbox"/> 192.168.0.85	192.168.0.87	Discovery Completed

Add Remove

Discovered Xerox Devices List

Timeout : 5000 Milliseconds Retries : 1

IP Address	System Name

Discover Cancel

Fig: Xerox Device Discovery Wizard for Omnibus.

The min and max value for timeout and retries are:

Timeout :-

Min: 1000MS

Max: 10000MS

Retries:-

Min: 1

Max: 5

If faster discovery is required, minimum values for the timeout and retries should be chosen. The discovered Xerox Device list will be saved in the NCOMS database once the cancel button is clicked and will be automatically populated in the Xerox Device Trap Registration tool. Devices registered for trap will be monitored for events.

The ITNM Interface

An example of the ITNM User Interface is shown in the figure below.

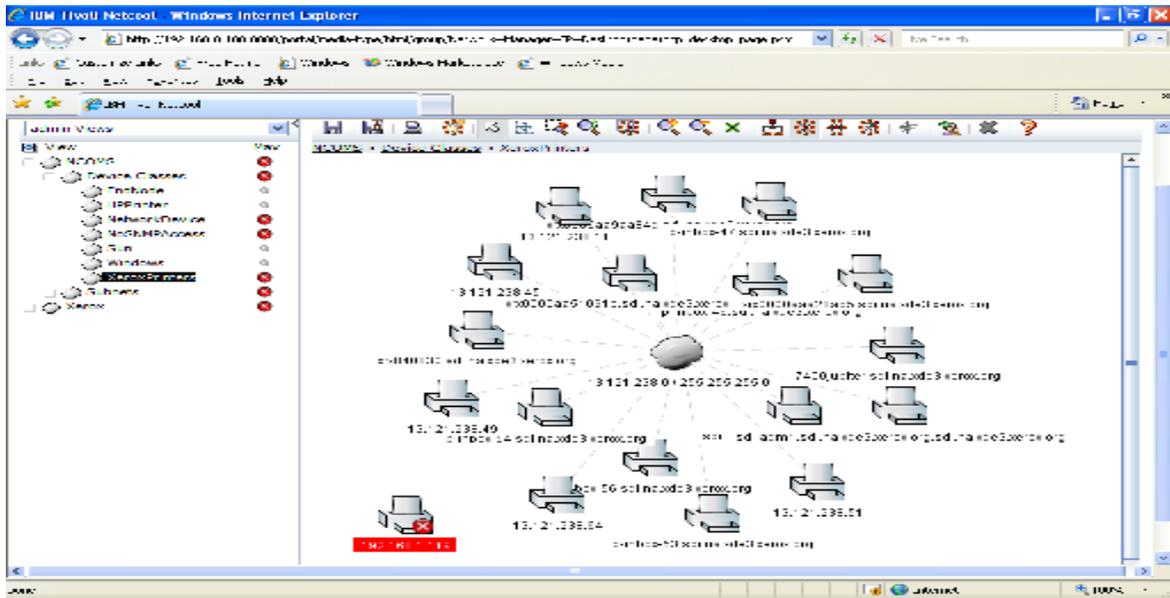


Fig 9: The screenshot shows Xerox Printers under XeroxPrinters Class.

Device Discovery (ITNM Support Feature)

ITNM provides the discovery of Xerox devices.

CentreWare for Tivoli Netcool/Omnibus additionally enables the identification of these device types as Xerox devices and the assignment of a unique Xerox icon to them.

Xerox Device Discovery (ITNM Support Feature)

ITNM provides the **Filters** for filtering the discovery for specific devices. For discovering only Xerox devices the filter definition can be used is shown in the figure. To define a filter follow these steps :

1. Click the **Filter Library** button either within the **Pre-Discovery Filter** section or the **Post-Discovery Filter** section of the window. The *Filter Library* window appears. We
2. Click Add Filter to create a new filter. Alternatively, select a filter from the list on the left to edit it. A filter definition area appears where you can define a new filter or edit an existing filter.

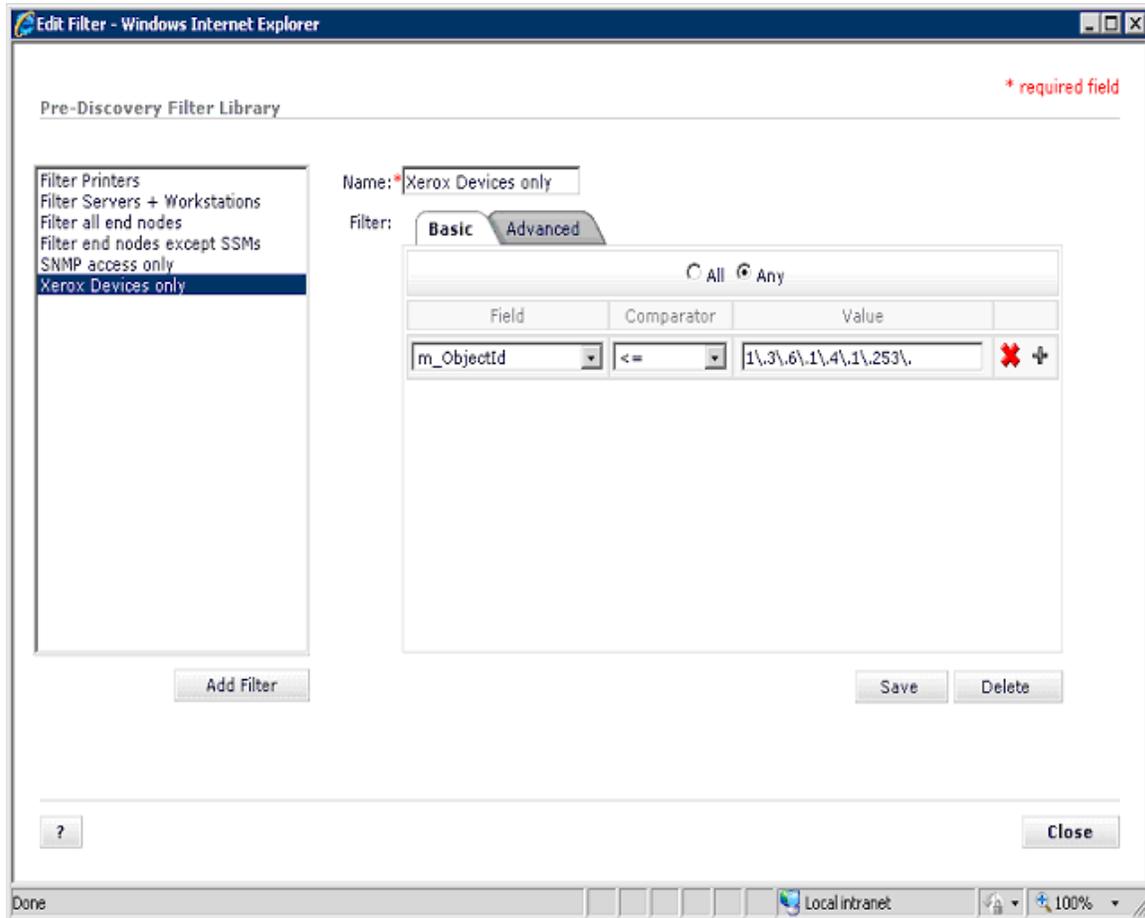


Fig 10: Filter definition for discovering only Xerox devices.

Steps to be followed to discover Xerox devices.

- 1> Stop the services.
- 2> Delete the cache files.
- 3> Start the services.
- 4> Add the **Pre-Discovered** filter defined for discovering **Xerox devices** in discovery configuration.
- 5> Start the Full discovery.

Xerox Printer Icon (ITNM Support Feature)

CentreWare for Tivoli Netcool/Omnibus uses the following printer icon to represent individual Xerox devices.

The icon for the device is:

Xerox Printer – This icon represents the Xerox Printers and multifunctional devices

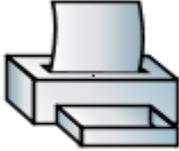


Fig 11: Xerox Printer Icon.

Xerox Printers Class (ITNM Support Feature)

After successful installation of CentreWare for Tivoli Netcool/Omnibus, the user will see all the discovered Xerox printers under one class. It will also display the current status of all the discovered Xerox printers. The name of this class is XeroxPrinters.

The printers will now be present in the XeroxPrinters class only and on uninstallation CentreWare for Tivoli Netcool/Omnibus, XeroxPrinters class is deleted and the printers are then present in End Node class.

CentreWare for Tivoli Netcool/Omnibus will automatically add Xerox printers to this view as they are attached to the network and discovered by ITNM.

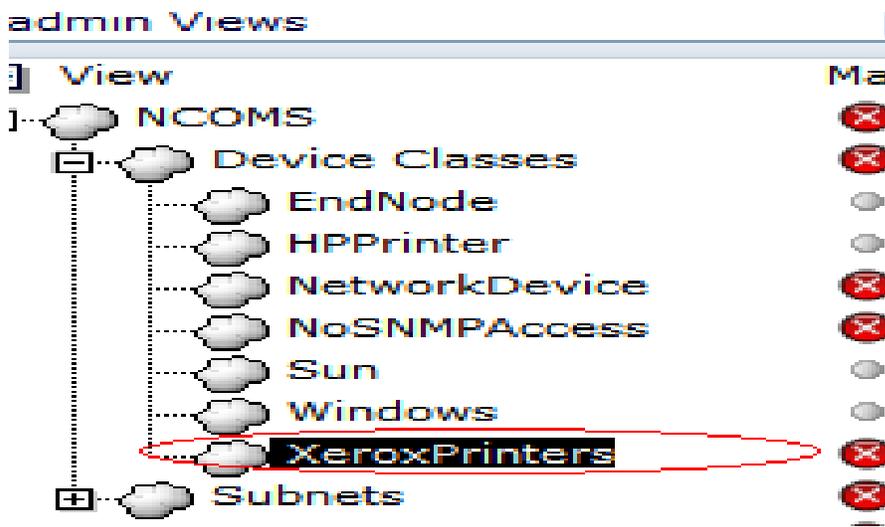


Fig 12: Xerox Printers class under which all Xerox Devices are listed.

Device Status (ITNM Support feature)

The Xerox Printer icon will be color-coded to represent the current status of the device in the Network Manager (IP) map. The color-coded status for the Network Manager (IP) map is provided via the mttrap.rules file.

The color of the icon is determined by the return code from the device. Under the control of ITNM, the color will also propagate to the top of the Xerox Printers class, providing top level indication of problems that exist at lower levels in the map structure. This propagation is controlled by ITNM and not by CentreWare for Tivoli Netcool/Omnibus.

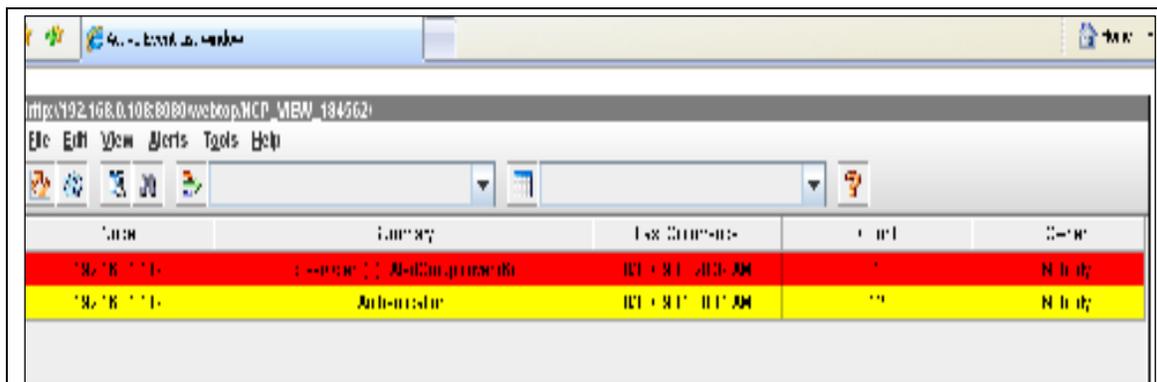
The relation between color-code and the device status is presented in the following table.

Xerox Printer	Color
Critical	Red
Warning	Yellow
Other or no alert	Green

Device Specific Alarms (ITNM Support feature)

To view alerts for a Xerox Printers:

Right-click the device and select Show Events. The event list for the select device opens



Name	Location	Last Connection	Status	Date
192.168.0.108	192.168.0.108	10/11/2008 11:11 AM	Critical	10/11/2008
192.168.0.108	192.168.0.108	10/11/2008 11:11 AM	Warning	10/11/2008

Fig 13: Event List for a specific Xerox Printer.

Menu Items for Xerox Printers in ITNM

On installation CentreWare for Tivoli Netcool/Omnibus with ITNM Support, 2 menu items are created which can be accessed by right-clicking any Xerox printer.

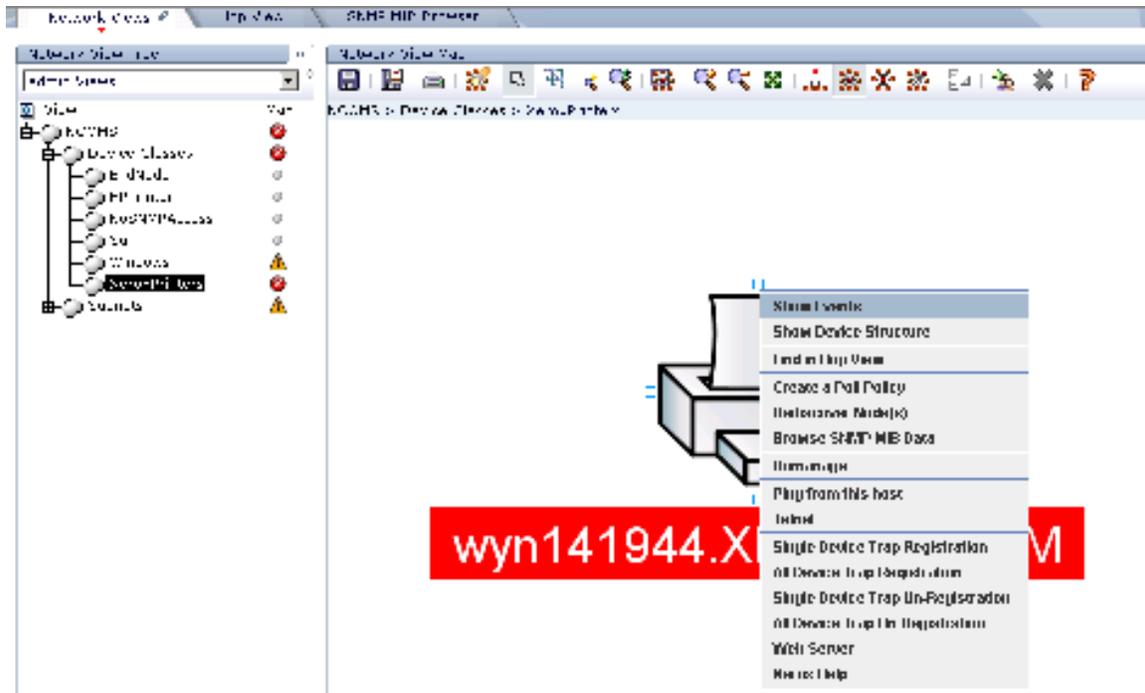


Fig 15: Trap Registration, Trap UnRegistration, Web Server and Xerox Help menu items for Xerox Devices.

Single Device Trap Registration Selection Menu

This trap configuration registers the selected device. Only one device can be selected at a time. To use the Trap Registration configuration, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> Single Device Trap Registration.
3. Click on "Single Device Trap Registration".
4. The Xerox device will be configured to recognize the managing workstation.
5. The Xerox Printer will be registered for SNMP traps on ITNM server.

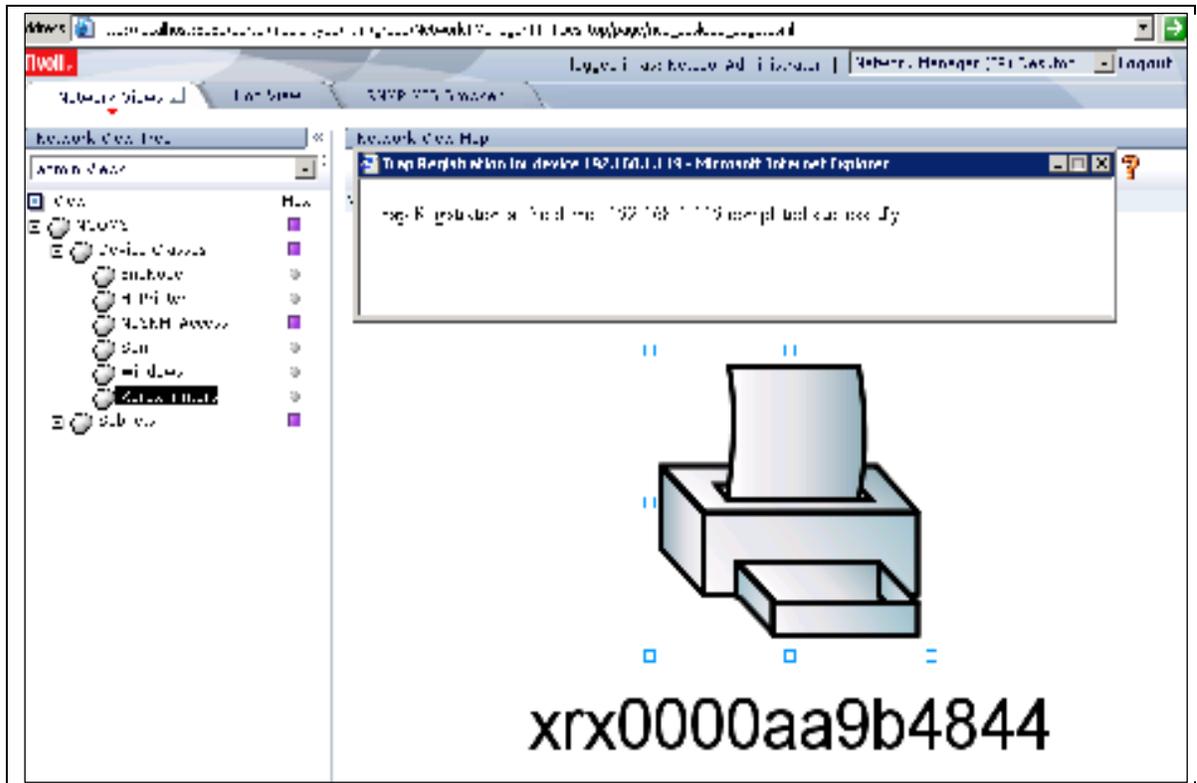


Fig 16: Message Box showing Trap Registration done successfully for Xerox Printer.

All Device Trap Registration Selection Menu

This trap configuration registers all the Xerox device. To use the Trap Registration configuration for all Xerox device, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> All Device Trap Registration.
3. Click on "All Device Trap Registration".
4. All Xerox Printer will be configured to recognize the managing workstation.
5. All Xerox Printer will be registered for SNMP traps on ITNM server.

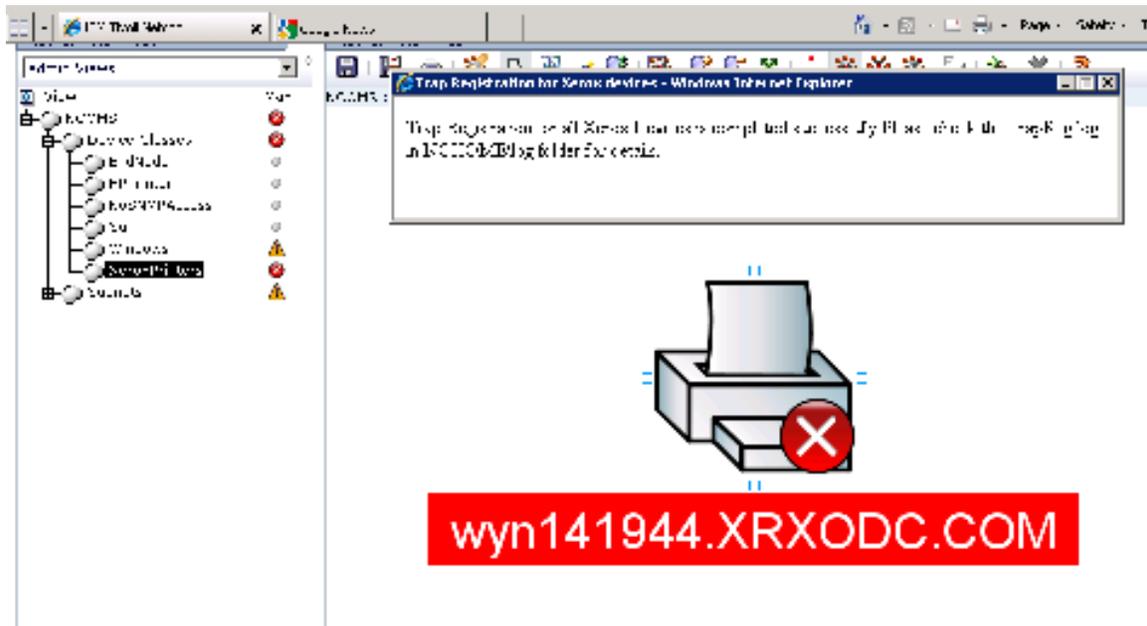


Fig 17: Message Box showing All Xerox Device Trap Registration done successfully.

Single Device Trap Un-Registration Selection Menu

This trap configuration un-registers the selected device. Only one device can be selected at a time.

To use the Trap UnRegistration configuration, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> Single Device Trap Un-Registration.
3. Click on Single Device Trap Un-Registration.
4. The Xerox Printer will be configured to recognize the managing workstation.
5. The Xerox Printer will be un-registered for SNMP Traps on ITNM server.
6. The individual device trap registration status is maintained in the TrapReg.log file placed in NCHOME\log folder.

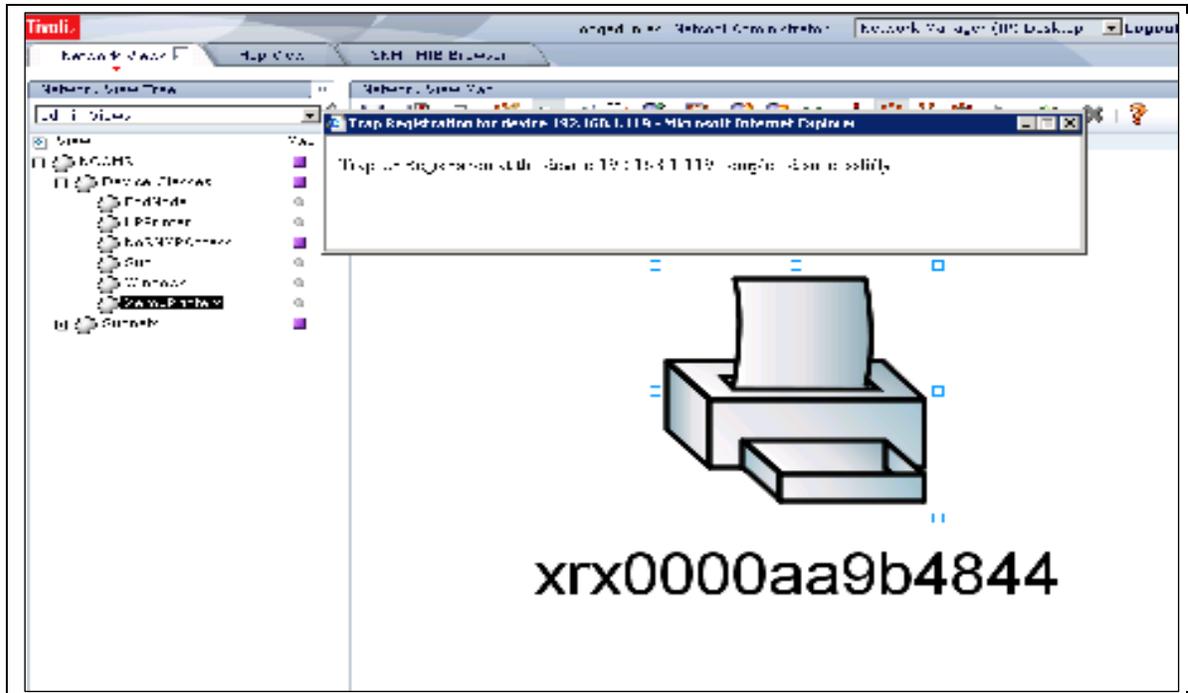


Fig 18: Message Box showing Trap Un-Registration done successfully for Xerox Printer.

All Device Trap Un-Registration Selection Menu

This trap configuration un-registers the selected device. To use the Trap UnRegistration configuration for all Xerox device, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> All Device Trap Un-Registration.
3. Click on All Device Trap Un-Registration.
4. All Xerox Printers will be configured to recognize the managing workstation.
5. All Xerox Printers will be un-registered for SNMP Traps on ITNM server.
6. The individual device trap un-registration status is maintained in the TrapUnreg.log file placed in NCHOME\log folder.

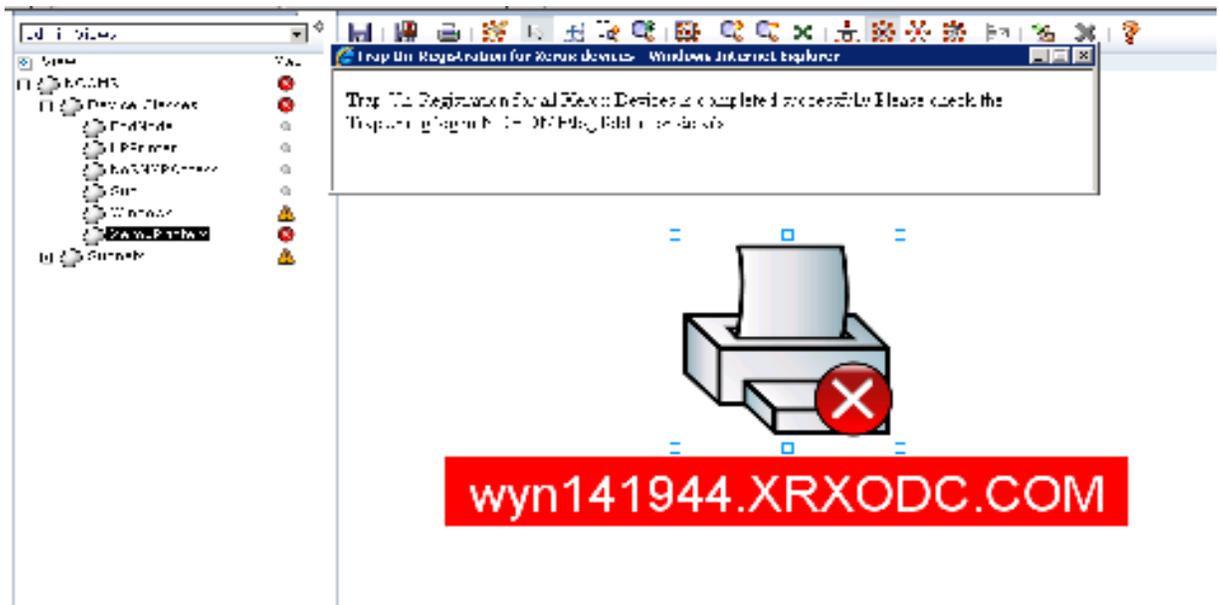


Fig 19: Message Box showing All Xerox Device Trap Registration done successfully.

Web Server Selection Menu

This configuration opens the web page of the selected device. Only one device can be selected at a time.

To use the Trap UnRegistration configuration, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> Web Server.
3. Click on Web Server.
4. The Web page of the selected device will be opened.

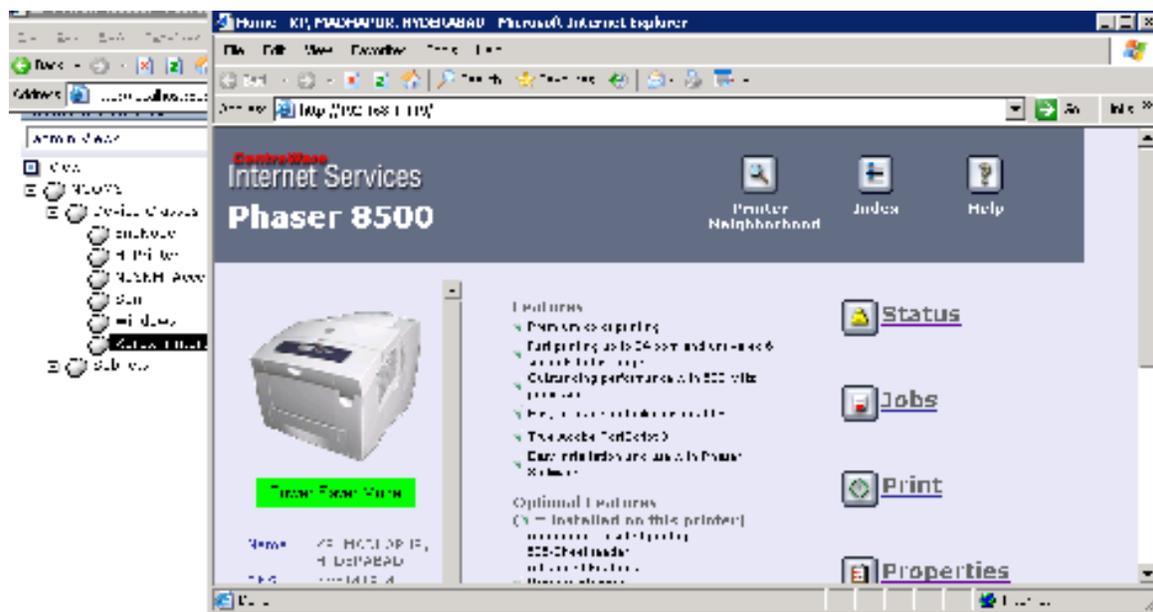


Fig 18: Web page of the Xerox printer.

Xerox Help Selection Menu

This configuration opens the web page of the selected device. Only one device can be selected at a time.

To open the Xerox Help, perform the following steps:

1. Select a Xerox device.
2. Right-click the selected printer -> Xerox Help.
3. Click on Xerox Help.
4. The help files for CentreWare for Tivoli\Netcool will be opened.

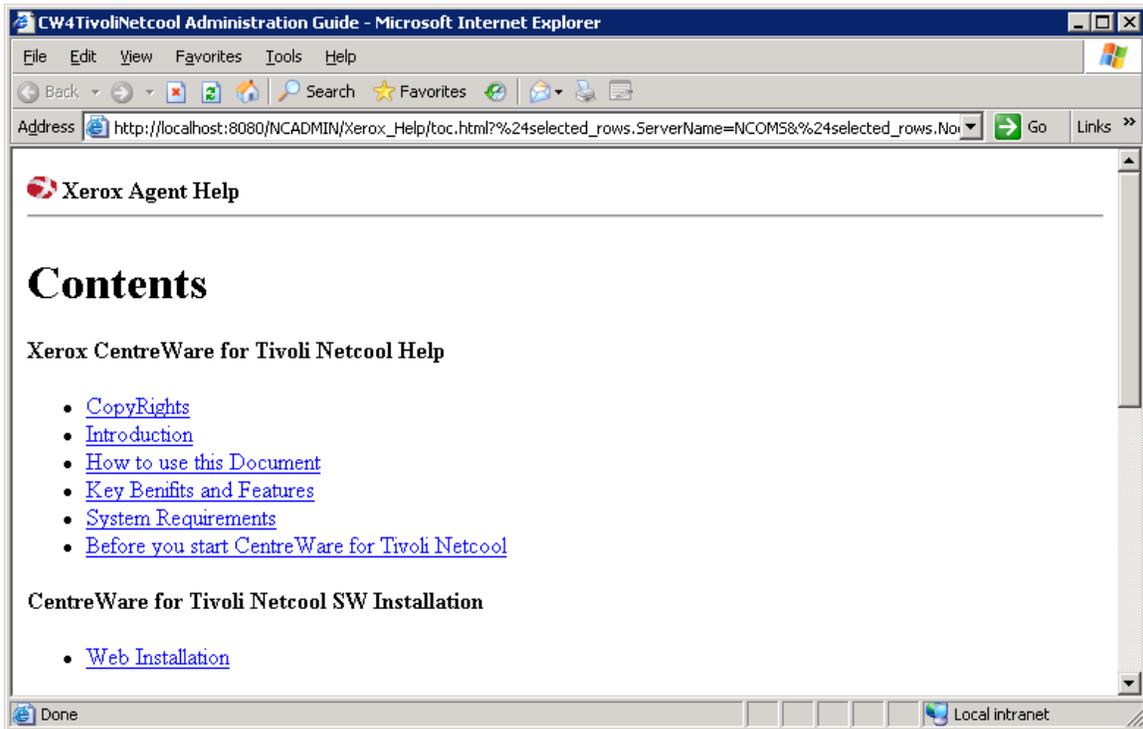


Fig 19: Xerox Agent Help for CentreWare for Netcool/Omnibus.

Xerox Device Polling

CentreWare for Tivoli Netcool\Omnibus adds a temporal trigger in the automation->Triggers tab. This trigger monitors all the discovered Xerox devices in the network if installed with ITNM feature and monitors all the successful register device if ITNM feature is not installed.

For ITNM the name of the trigger is :- XrxDevPollingITNM

Without ITNM feature it is :- XrxDevPollingOmni

By default time interval set for this trigger is 10 minutes but user can customize it accordingly.

Note: It is recommended not to set the time interval of this trigger below 10 minutes for proper functioning of this trigger.

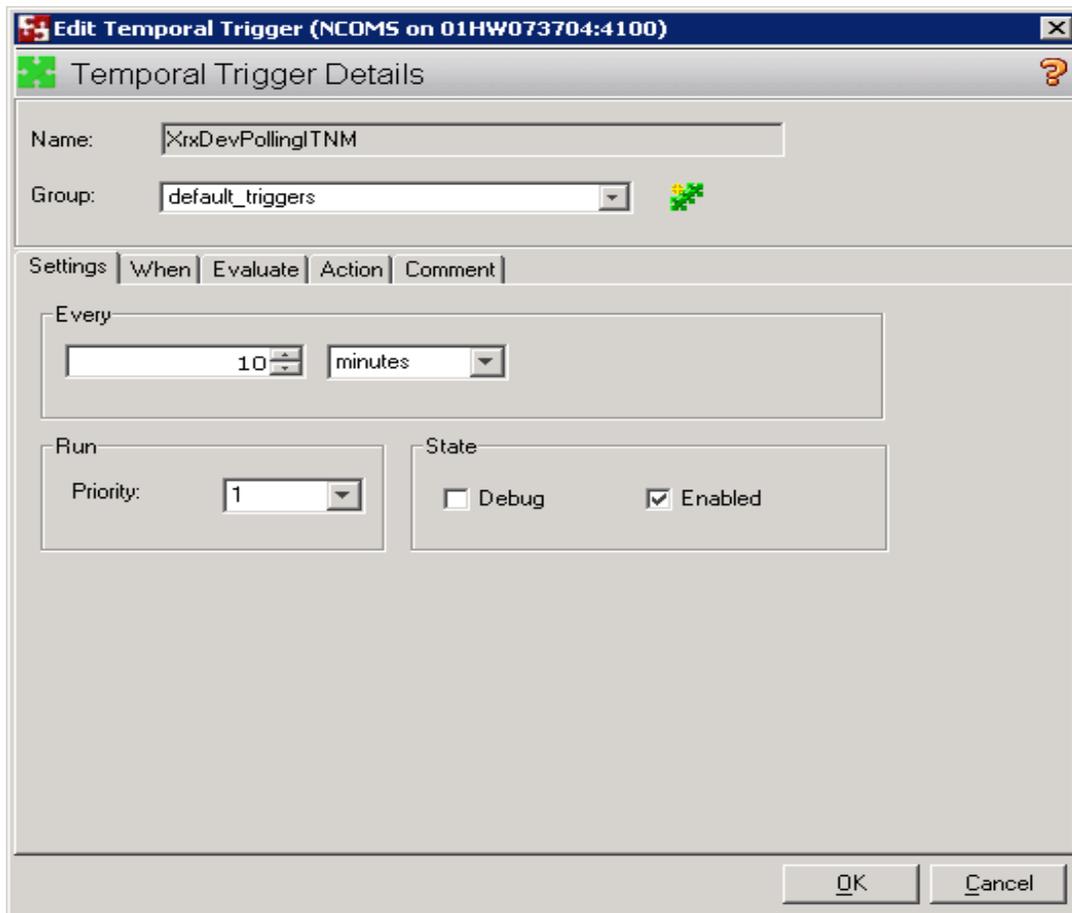


Fig : XrxDevPollingITNM trigger for monitoring Xerox Devices.

Mib Browser

The MIB Browser is helpful in diagnostic work when trying to resolve problems on network devices. In particular, the MIB Browser enables you to perform the following tasks:

- View values of MIB objects for any device on your network. You can browse the MIB tree, issue SNMP queries – using SNMP Get, Get Next, Get Table, and Walk commands – and view resulting data. This data can help you to resolve problems on a device. You can find more details on how to browse the MIB and query MIB data in Querying MIB Data for a Network Device.
- Perform immediate diagnosis on network devices that are displaying faulty behavior.

After successful installation of CentreWare for Tivoli Netcool/Omnibus, the user will be able to see the “printmib” and “xerox” in the Mib Browser of ITNM. The above mentioned SNMP operations can also be performed on these mibs.

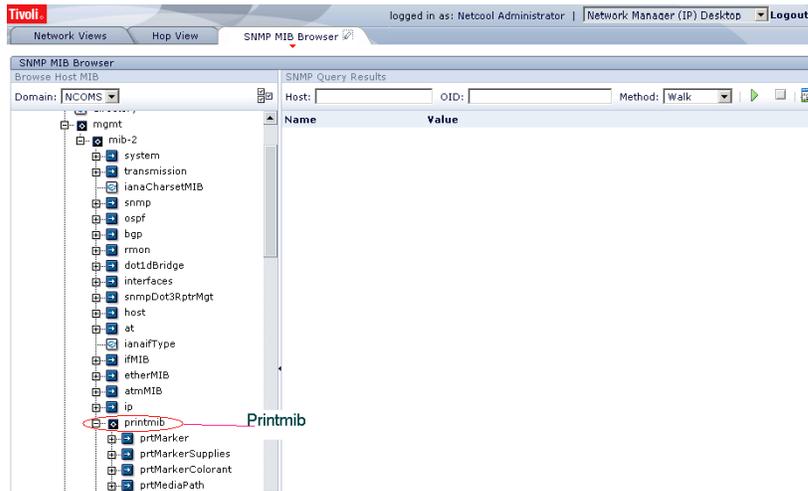


Fig 20: printmib in the Mib Browser of ITNM

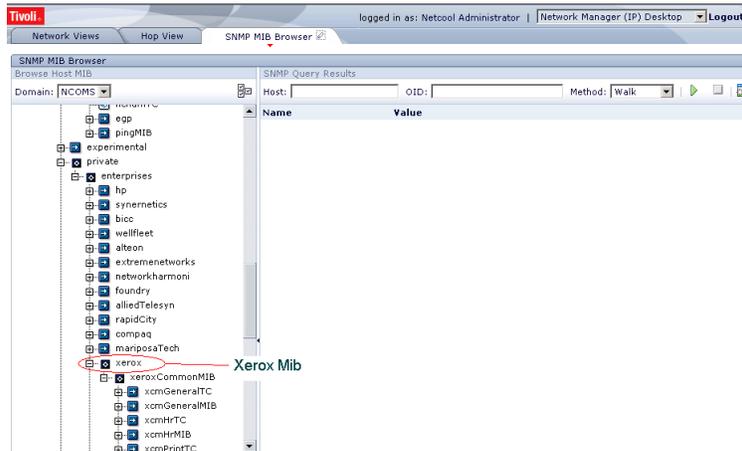


Fig 21: printmib in the Mib Browser of ITNM

Troubleshooting

Symptoms	Possible Causes	Solution
Xerox menu items is not available in the tools tab of omnibus eventlist.	The sql queries for making these Xerox tools menu entry in the database has not executed correctly.	Check for the NCOMS database in the omnibus administrator.
Xerox Printers Alerts View is not created.	There is a problem with the default.elc file present in %OMNIHOME%/ini	Check for the default.elc file and see that the content is in correct syntax.
A trap or event is not shown in the Xerox Printers alerts view.	There is a problem with the network connectivity. The Network in which the Device exists is not register for traps. There may be some problem with the mttrapd.rules file The condition to filter the Xerox alerts may be wrong	Ping the Xerox device. Register the device fro traps on printer. Open the mttrapd.rules file and check whether the information is in the correct syntax or format. Close the file and restart the NCOMTTrapd service once again. Check for the condition by editing the alert view file.
A Xerox Printers class not created. (ITNM Support feature)	There is a problem with the network connectivity. There is no Xerox device present in the network or it is not discovered. The discovery did not run properly.	Ping the Xerox device. Check the network connectivity. Check whether the discovery status is showing idle\standby or not. Check for the Xerox devices in the list of discovered devices.
A Xerox device is still not discovered. (ITNM Support feature)	The full rediscovery did not happen properly.	Click the full rediscovery button and run the discovery once again.
Icon on the map is not the proper Xerox device icon. (ITNM Support feature)	The line in the topoviz.properties file is not added properly.	Add the line manually at the end of the file "topoviz.deviceicon.XeroxPrinters=printer.svg"
The Xerox Printer is not displaying the correct color. (ITNM Support feature)	The device's display name and hostname might be different. Because the color is retrieved by hostname and displayed by display name.	Check the mttrapd.rules file at "%OMNIHOME%\probes\win32\" for hostname and device structure browser for display name.
Unable to show event description in the EventList for incoming traps from Xerox Devices.	Configuration of hostname in the Host field has not done for procedure XrxTrap_Action.	Login to the ObjectServer from Netcool Suite -> Administrator. Enter the hostname of the ObjectServer(NCOMS) in the HOST field.

Trap Registration or Trap Unregistration is not working properly or the changes are not updating.	The available GUIFoundation cache files has not been updated with the new changes.	Go to the path %NCHOME%\guifoundation\work and delete the folder "Standalone". Now, restart the service "Netcool GUI Foundation Server".
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